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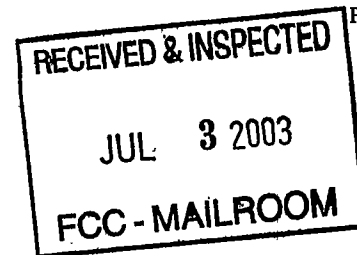
The Public Service Commission
State of South Carolina

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July 1, 2003



Ms. Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 6-A432
Washington, DC 20554

RE: CC Docket No. 98-67 – Telephone Relay Complaint Log Information

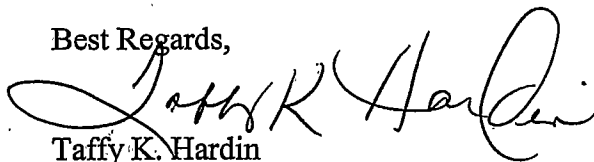
Dear Ms. Myers:

Please see attached complaint information as mandated by the FCC for the State of South Carolina:

- Annual Complaint log includes the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- Annual Summary includes total outbound calls, total complaints for the reporting period June 2002 - May 2003, and percentage of complaints to total outbound calls information.
- Annual Tally Report will be total complaints by category.

If any further information is needed, please advise.

Best Regards,


Taffy K. Hardin
TRS Administrator –South Carolina

Attachment #1: Complaint Log Summary for Period of June 1, 2002 – May 31, 2003
Attachment #2: Summary of Complaints for Period of June 1, 2002 – May 31, 2003
Attachment #3: Annual Tally Report for Period of June 1, 2002 – May 31, 2003

No. of Copies rec'd
List ABCDE

044

June 2002

COMMENDATION	Totals
Agents	1
Service	0
TOTAL	1

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	2
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	1
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	4

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	1
#35 Other Miscellaneous Type:	0
TOTAL	1

OTHER CALLS	
#36 Branding/Database entry	4
#37 Request Directory Assistance	14
#38 Test Calls	9
#39 Instructions/General	40
#40 Send Information	6
#41 Billing Question	2
#42 Purchase TTY	37
#43 Referred to LEC	44
#44 Wanted Sprint Cust Svc	4
#45 Other	0
TOTAL	160

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	166
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July 2002

COMMENDATION	Totals
Agents	1
Service	0
TOTAL	1

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	2
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	3
TOTAL	5

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS	
5	
OTHER CALLS	
#36 Branding/Database entry	3
#37 Request Directory Assistance	14
#38 Test Calls	4
#39 Instructions/General	50
#40 Send Information	4
#41 Billing Question	4
#42 Purchase TTY	38
#43 Referred to LEC	40
#44 Wanted Sprint Cust Svc	6
#45 Other	0
TOTAL	163

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACTS	169
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August 2002

COMMENDATION	Totals
Agents	0
Service	0
TOTAL	0

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	0
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	1

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	1
TOTAL	1

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

OTHER CALLS	
#36 Branding/Database entry	7
#37 Request Directory Assistance	5
#38 Test Calls	8
#39 Instructions/General	50
#40 Send Information	7
#41 Billing Question	5
#42 Purchase TTY	48
#43 Referred to LEC	71
#44 Wanted Sprint Cust Svc	2
#45 Other	0
TOTAL	203

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	205
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September 2002

COMMENDATION	Totals
Agents	0
Service	0
TOTAL	0

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	1
#04 Didn't Keep Cust. Informed	1
#05 Agent Disconnected Caller	0
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	3

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	1
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	1

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	1
TOTAL	1

OTHER CALLS	
#36 Branding/Database entry	3
#37 Request Directory Assistance	10
#38 Test Calls	15
#39 Instructions/General	42
#40 Send Information	3
#41 Billing Question	8
#42 Purchase TTY	56
#43 Referred to LEC	44
#44 Wanted Sprint Cust Svc	4
#45 Other	0
TOTAL	185

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	190
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October 2002

COMMENDATION	Totals
Agents	1
Service	0
TOTAL	1

SERVICE COMPLAINTS	
#00 Answer Wait Time	1
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	1
#05 Agent Disconnected Caller	3
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	1
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	1
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	2
TOTAL	9

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS	
9	
OTHER CALLS	
#36 Branding/Database entry	2
#37 Request Directory Assistance	13
#38 Test Calls	3
#39 Instructions/General	67
#40 Send Information	3
#41 Billing Question	1
#42 Purchase TTY	72
#43 Referred to LEC	59
#44 Wanted Sprint Cust Svc	3
#45 Other	0
TOTAL	223

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	233
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November 2002

COMMENDATION	Totals
Agents	0
Service	0
TOTAL	0

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	0
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	1
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	1
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	3

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	1
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Split Screen	0
#29 Other Technical Type:	1
TOTAL	2

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS	
5	
OTHER CALLS	
#36 Branding/Database entry	9
#37 Request Directory Assistance	13
#38 Test Calls	14
#39 Instructions/General	55
#40 Send Information	2
#41 Billing Question	3
#42 Purchase TTY	30
#43 Referred to LEC	68
#44 Wanted Sprint Cust Svc	4
#45 Other	0
TOTAL	198

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	
203	

December 2002

COMMENDATION	Totals
Agents	1
Service	0
TOTAL	1

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	1
#04 Didn't Keep Cust. Informed	1
#05 Agent Disconnected Caller	1
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	0
TOTAL	3

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	1
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	2
TOTAL	3

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS	
OTHER CALLS	6
#36 Branding/Database entry	2
#37 Request Directory Assistance	6
#38 Test Calls	3
#39 Instructions/General	46
#40 Send Information	2
#41 Billing Question	5
#42 Purchase TTY	22
#43 Referred to LEC	68
#44 Wanted Sprint Cust Svc	2
#45 Other	0
TOTAL	156

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	163
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January 2003

COMMENDATION	Totals
Agents	5
Service	0
TOTAL	5

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	0
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	0
TOTAL	0

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	2
TOTAL	2

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

OTHER CALLS	
#36 Branding/Database entry	2
#37 Request Directory Assistance	9
#38 Test Calls	3
#39 Instructions/General	64
#40 Send Information	2
#41 Billing Question	3
#42 Purchase TTY	60
#43 Referred to LEC	73
#44 Wanted Sprint Cust Svc	6
#45 Other	0
TOTAL	222

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACTS	
TOTAL	229

February 2003

COMMENDATION	Totals
Agents	6
Service	0
TOTAL	6

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	3
#06 Poor Spelling	1
#07 Typing Speed/Accuracy	1
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	1
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	0
TOTAL	6

TECHNICAL COMPLAINTS	
#22 Lost Branding	1
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	1
TOTAL	2

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

OTHER CALLS	
#36 Branding/Database entry	3
#37 Request Directory Assistance	7
#38 Test Calls	6
#39 Instructions/General	68
#40 Send Information	4
#41 Billing Question	0
#42 Purchase TTY	58
#43 Referred to LEC	50
#44 Wanted Sprint Cust Svc	1
#45 Other	0
TOTAL	197

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	211
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March 2003

COMMENDATION	Totals
Agents	4
Service	0
TOTAL	4

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	1
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	1
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	0
TOTAL	2

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	2
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	2

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

OTHER CALLS	
#36 Branding/Database entry	0
#37 Request Directory Assistance	7
#38 Test Calls	7
#39 Instructions/General	44
#40 Send Information	1
#41 Billing Question	2
#42 Purchase TTY	57
#43 Referred to LEC	54
#44 Wanted Sprint Cust Svc	1
#45 Other	0
TOTAL	173

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	181
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April 2003

COMMENDATION	Totals
Agents	5
Service	0
TOTAL	5

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	0
#06 Poor Spelling	1
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	2

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Split Screen	0
#29 Other Technical Type:	0
TOTAL	0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

OTHER CALLS	
#36 Branding/Database entry	4
#37 Request Directory Assistance	8
#38 Test Calls	3
#39 Instructions/General	55
#40 Send Information	0
#41 Billing Question	2
#42 Purchase TTY	45
#43 Referred to LEC	68
#44 Wanted Sprint Cust Svc	4
#45 Other	0
TOTAL	189

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	196
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May 2003

COMMENDATION	Totals
Agents	2
Service	0
TOTAL	2

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	2
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	1
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	4

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	1
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	1

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 - Other Miscellaneous Type:	2
TOTAL	2

TOTAL COMPLAINTS	
7	
OTHER CALLS	
#36 Branding/Database entry	3
#37 Request Directory Assistance	7
#38 Test Calls	7
#39 Instructions/General	44
#40 Send Information	1
#41 Billing Question	5
#42 Purchase TTY	45
#43 Referred to LEC	75
#44 Wanted Sprint Cust Svc	6
#45 Other	0
TOTAL	193

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	202
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Attachment # 2

Summary Log for June 1, 2002 – May 31, 2003 South Carolina Relay

For the period of June 1, 2002 through May 31, 2003, Sprint processed 869,676 outbound calls on behalf of South Carolina Relay, receiving a total of 60 ($< 0.001\%$) customer complaints. All 60 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 60 complaints were escalated for action to the State of South Carolina or to the Federal Communications Commission.

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3059G	06/05/02	34	Caller reports that TTY users are unable to dial his office toll free number for Protection and Advocacy For People With Disabilities. SC TTY users report that relay operators cannot be reached from the caller's area toll free number is in state toll free number. Apologized for problems and advised trouble ticket would be forwarded. Customer requests contact from Relay tech or acct manager regarding this issue. TROUBLE TICKET 215723	07/19/02	TROUBLE TICKET results - I was unable to reach customer to explain the situation. We have not found anything wrong with any of the circuits the call may have gone through. It is suspected to be a training issue. If the customer calls back in please have him ask the people calling him to get agent ID, dates, and times of each call when experiencing the problem. We have verified the Reg 800 key does have to be initialized in order for calls to complete. Let message with explanation and resolution.
6812A	06/10/02	5	Why agent hang up on me while I type to left message? Don't understand. Her supervisor say sorry to me many times. I am tired of it. " Asked agent # he said. Told customer would notify agent's supervisor. Apologized to the caller.	06/10/02	Coached agent on asking for permission to disconnect on loops. She knows to always call supervisor for garbling problems. Agent says she has never hung up on anyone and will continue not to do so.
4725	06/24/02	9	The caller didn't understand what CA was trying to type (loud tones). The caller became frustrated when CA did not respond if it was UPS per request. HE asked for a supervisor and wanted to test the call with a different CA. I explained that CA typed back Ground noise what she heard.	06/24/02	Per the caller's request a different CA processed the call and she heard TTY tones and loud beep so she relayed to the caller. He was satisfied with the same result then thanked us and disconnected. CA# did the right procedure.
6802A	06/05/02	5	Customer said "your agent hung up on me at 12am".	06/07/02	Agent does not work past 11pm. Possibly another agent.
6854A	06/26/02	21	Called my 94 year-old dad. CA was rude to me. Dad was VCO. I talked to him and CA did not type it. He got no text. Voice said 'did you hear him?'. CA said 'no I didn't hear a thing'. Agent sounded like he had a cold, but that's not an excuse. Can't believe agent was so rude. Didn't want agent to get in trouble, just talked to. Apologized to customer and said would talk to CA about it.	07/08/02	If this was the call, she did not tell me he was VCO. It may have taken longer to process. It would have taken time to register VCO not TTY. There would have been no text. Once I realized it was a VCO call, everything went fine. I can't ask if this is a VCO call? Agent said her voice was extremely hoarse and her nose was running (team leader witnessed agent was very sick).

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2005	07/02/02	21	Voice person upset because the operator will not respond to her questions. Voice person kept trying to talk to operator. The operator tried several times to redirect the voice person which upset the person. Voice person said she thinks it is stupid the operator cannot talk to the people. I tried to explain policy but voice person did not want to hear it. Person hung up.	07/02/02	CA followed CA protocol of remaining transparent during relay call and redirected the voice person to TTY user when appropriate and necessary. CA was commended for adhere to CA protocol.
6934	07/09/02	5	Customer was upset person he was speaking to hung up. He asked agent to hold on a min. Agent hung up on him apologized to customer informed him would forward to agents supervisor for follow up.	12/11/02	Lubbock has no record of receiving this complaint. There is also no agent with that # to discuss the complaint with.
3157G	07/10/02	21	Customer gave agent number to dial. Agent dialed number and began typing to customer in Spanish. At the end of the recording the customer asked the agent why she was typing to her in Spanish. The agent replied she pressed the wrong button. The customer asked the agent to redial but says it was still being typed in Spanish. When she asked the agent why the agent did not answer and told her she would be transferred to customer service who could explain why this was happening. I apologized for the problem. I reiterated to the customer what the agent had previously told her that she pressed the wrong button. I apologized that the agent was not able to change it back to English. The customer said it would have been much simpler if the agent would have admitted her error instead of transferring to customer service. I apologized again and told her I would document her complaint and forward it to the call center where the agent is located for follow up with the supervisor. This complaint does not require a follow up.	07/10/02	Spoke w/ agent and she stated that she tried explaining that she made a mistake but the customer was not understanding what she was saying. The agent volunteered to transfer her customer service so that they could explain to her. Advised the agent to contact a supervisor the next time and to fill out a trouble ticket if experiencing technical difficulties.
2049	07/22/02	21	The caller is upset that a CA did not get his calling to number three time. Caller requested for CA ID # but the CA did not provide.	07/22/02	Apologized for the inconvenience and assured the caller would follow up when receiving CA #. Customer was satisfied and proceeded w/ his relay call.
4756	07/15/02	5	CA hung up on him twice. He didn't appreciate it. Apologized for inconvenience. Will be happy to pass it on to her immediate supervisor for coaching. No follow up needed.	07/16/02	Agent met with supervisor. Agent denied hanging up on customer. Supervisor reviewed complaint in regards to agent's current disciplinary status.

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12644	08/12/02	29	The agent asked for the calling from number and the customer did not understand and repeatedly instructed the operator to dial the number given. When the operator asked for the number calling from the customer tried to give out the number but was unsuccessful. He tried turning his TTY on and off. I apologized to the customer for the inconvenience and explained that we may have had a bad connection. I also advised the customer to report this incident to a supervisor or customer service if it occurs again. I informed him that the agent would be addressed regarding this issue. Customer does not request contact.	08/15/02	Met with agent. Was informed that the call came in as a relay center and the calling from number was not present in the window. Agent asked customer to provide that info however that info was never provided. Based on the info provided, proper procedures were followed.
6074X	08/15/02	21	Agent would not respond to TTY user. TTY user typed hello hello GA There was no response so the TTY user hung up.	08/16/02	Conducted investigation which confirmed TTY user's complaint. Appropriate action will be taken.

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3377G	09/14/02	24	Customer's daughter called in that when they were trying to connect to SC VCO number they were reaching WY relay. Found out that the number was branded as VCO on 9-13 so not in place. Set up database file. Thanked the customer for calling in tried to duplicate the call without having any trouble. Customer called back in with an agent ID of where she again reached WY relay. I let her know that I would have the techs checks into this trouble ticket 4066256. Follow up required.	11/01/02	trouble ticket Results - Tech made eleven test calls and one dropped into WY relay. It is possible that there was a temporary routing problem on the network a routing problem with her phone company or the customer misdialed. Tech doubts it is a relay issue though as we just answer the phone. TO find out exactly what happened tech would need an agent ID from an affected call and an approximate time that the call was made so we can find a CDR on it. If the customer is still having problems with this it shouldn't be a problem to get this info. Contacted customer and left a message with update of the resolution.
3384G	09/17/02	21	Customer would like to suggest that when a person dials 711 for SC relay it answers voice first and not TTY first. When he gives the number to other hearing people to contact a hearing impaired person they will get TTY tones first and likely hang up. I explained that the person could hold the phone away until the TTY tones stop and the line will be answered by voice. I also explained we could brand a persons number so that even if they dial 711 our system will know they are voice and answer voice every time. I also gave the 800 voice number which the customer was unaware was still in service. He will begin giving that number out but would like to see 711 is changed so that it will answer voice first and TTY second as the majority of hearing people who use 711 will hang up as soon as they hear the harsh TTY tones unaware that they can hold for a voice answer. Customer would like follow up from the acct mgr.	10/15/02	Spoke with customer. Explained about brand issue. He understood and appreciated my call. Thanked me.

3411G	09/21/02	35	Customer's son called in when his mother tries to reach relay using the dedicated VCO line she is connecting to WY relay. The 1st time she tried to make a call the relay agent said she needed to call the SC dedicated VCO number and that she was unable to process the call. She did not get the agent number. The second time dialing 877 number she got WY 1222. Apologized to the customer.	09/16/03	<p>TROUBLE TICKET Results - Tech made eleven test calls and one dropped into WY relay. It is possible that there was a temporary routing problem on the network a routing problem with her phone company or the customer misdialled. Tech doubts it is a relay issue though as we just answer the phone. TO find out exactly what happened tech would need an agent ID from an affected call and an approximate time that the call was made so we can find a CDR on it. If the customer is still having problems with this it shouldn't be a problem to get this info. Contacted customer and left a message with update of the resolution.</p>
2000x	09/25/02	4	Agent did not type recording out. Agent did not enter info customer gave. Agent had to redial 3 times in order to enter acct number. Told customer thank you and apologized. Customer wants a call back.	09/26/02	Agent taken off line for extra training. Spoke with CA right after call ended. Followed up with the customer and apologized for the inconvenience. Informed the customer that coaching was done.
2180	09/29/02	3	VCO customer was upset that CA would not redial to leave message after reaching and machine. VCO said CA did not respond and then came back and asked if they wished to make another call. VCO asked several times to redial and leave msg. She felt the CA did not know how to do it and needed more training. I apologized for inconvenience and said this info would be forward to call center of the agent.	01/06/03	CA does not recall having any problems with redialing when instructed to do so. Especially back to 9-29-02. Have not had anything recently. CA will red cup in the future if she suspects any problems.

October 2002

Tracking I#	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7143A	10/01/02	0	This agent is the worst today made call line was busy asked. Agent to redial and agent never responded kept trying to talk to agent but was not there. Apologized to customer and told her the agents immediate supervisor would be notified.	10/03/02	Taken off line with supervisor for extra training. Had the CA review the VCO procedure with me as well as a demonstration. Attempted to call customer back three times and got busy signal.
7143A	10/01/02	5			
2003X	10/08/02	4	Operator dialed out a number and did not communicate with the customer. VCO customer was left hanging on the line and kept on asking if line was ringing. Operator sent (voice now GA) repeatedly and customer typed for operator to redial. Kept getting (voice now) GA. Said it was uncalled for. TL apologized to customer and thanked her time. Told her that the operator would be coached. No follow up.	10/10/02	Coached CA on correct non-branded VCO procedure.
2003X	10/08/02	11			
3487A	10/15/02	5	Customer called in stating that the agent was typing the answering mach message and suddenly the call was disconnected from relay. Thanked the customer for calling in and let her know I would write this up ad fwd to appropriate center. Let her know that since it was a new center there may have been some technical difficulties that cause this to happen. Customer does not want follow up.	10/22/02	Pulled CA offline and coached her in the answering mach procedure. CA did not recall that call was disconnected but understood the procedures.
3488G	10/15/02	21	Customer states when she called her mother the agent dialed the number, her answered the phone then the agent typed (person hung up) GA She called her mother back to see what happened why she hung up and her mother said saying hello hello but the agent could not hear her. Thanked the agent for letting us know and assured we would send in the complaint so the problem could be investigated further.	10/16/02	Pulled CA off line and agent was coached and asked to demonstrate TTY to voice procedure.
4972	10/17/02	5	Customer is upset because CA hung up on him in the middle of his conversation w/ OB to resolve an issue Re: car payment. He is worried about losing the car. Demanded to have an answer at 8p tonight. Apologized to the customer for his frustration and will have appropriate supervisor follow up with this agent. Call back via TTY.	10/21/02	Called on 10-17 and 10-18 I could not reach the customer at home. CA recalled the phone call but said she did not hang up on the caller. Agent was coached to make sure to pay attention.

7224A	10/22/02	18	<p>Customer calling LD# which reached an answering mach. Agent told VCO to say 'GA' then would allow VCO to leave message to record. Call was redialed 3 times and after this <i>there was no response from an agent.</i> Apologized to the customer and explained to customer that a database allows for redials on answering mach to not charge if customer wants to leave a msg. If bill shows otherwise she could contact CS department.</p>	10/22/02	<p>Pulled CA offline and CA said she did not open headset to be able to hear VCO after OB line was released. I coached her in doing this with VCO calls and she understood that she must do this.</p>
3027H	10/28/02	21	<p>Caller said he made LD call and operator was typing so much detail about what the person was saying to the operator that hew never got a GA so he could speak to the person called before they hung up. Then the caller asked the relay operator for an instant credit for the LD call since he never got a chance to speak. The relay operator instead of issuing the instant credit transferred the caller to CS. I apologized to the caller for the problem and let them know a trouble ticket would be issued. No call back needed. TROUBLE TICKET# 1000493429.</p>	10/28/02	<p>Talked to CA and he said he relayed everything heard and person never gave a GA then person hung up before VCO could talk. CA recalled the customer being very upset and said the voice person kept on talking then hung up. CA also tried to transfer customer to CS but the transfer was not working. TROUBLE TICKET results - Couldn't find any thing wrong with that position.</p>

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3276H	01/07/03	29	CallerID not appearing on local call. Customer called LE Bell South, and they advised it was a relay problem. There are no caller ID blocks on calling from number and customer has not requested one time blocks. Customer has difficulty calling to number with Privacy Director as well. Apologized to customer for problem and advised a trouble ticket would be opened. Provided instructions on how to put a call thru until problem is resolved. trouble ticket# 635282.	01/09/03	TROUBLE TICKET results - I checked with Tony Zurbachen on this issue. We verified that ISDN dial out was enabled then made test calls. It appears that we are sending the digits out via ISDN but because it doesn't have the full info SS7 the get intercepted b the privacy director. Contacted customer and she is satisfied.
3282H	01/09/03	29	Customer reported caller ID is has not been working for the past two weeks. Customer indicated others are experiencing same problem and will be contacting CS dept to provide detailed call info including CA ID numbers to track call. Thanked customer for providing helpful info and entered trouble ticket - TROUBLE TICKET# I 000640562.	01/13/03	TROUBLE TICKET results - Referred to Design and development for resolution of problem with CARSTX software that doesn't let caller ID work with Ohio's ss7 fix. Spoke with customer. She is satisfied.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3393H	02/03/03	29	Voice caller when calling thru SC relay gets a busy signal. When calling number without relay the call connects. I apologized to the caller for the problem and opened a trouble ticket 1000702552 to resolve the issue. Follow up is required to resolve this issue.	02/04/03	Contact customer This issue was a vram for privacy mgmt request for calling party's name and name of company. The problem no longer exists.
7588A	02/03/03	5	I was on the phone and no one saying anything but the last one was on with me and say nothing so I guess she hung up. Apologized to customer and informed customer operator would be coached.	02/27/03	Neither operator remembers taking the call - Kristen Hoyt Operator 2207 was coached on not hanging up on callers. Could have been a technical problem. Could not coach operator 2078 as they are no longer here.
2029X	02/10/03	6	States operator has an issue with her grammar. Customer states it seems like operator is paraphrasing and twisting the conversation around also have her the wrong Dr's appt. Says she placed this complaint some time ago and wants a follow up call to the number listed above. Customer says she has had problems for 2 yrs now.	02/20/03	CA coached on regarding this complaint. Spoke with customer and assured her that the agent is being coached to provide better svc. Customer was satisfied with the response.
2029X	02/10/03	7			
3425H	02/14/03	22	Caller reported problem of her VCO branding not showing up when she called relay. I apologized for the problem and opened TROUBLE TICKET 1000728118 to resolve this issue. Caller need to have follow up call regarding resolution.	02/14/03	TROUBLE TICKET results - She is already branded VCO. No further action possible. Notified customer.
2033X	02/25/03	18	The customer said the agent kept saying one moment please when the VCO customer was wanting to leave a message on the answering mach. Then proceeded to say I don't think it will go through. So the lady disconnected the call and called back and asked for a supervisor. Apologized to the customer.	02/28/03	Talked to the operator. She remembers call. She said she was having problems with processing the answering mach msg. We decided she should have additional VCO training.
7588A	02/03/03	5	TTY was on the phone and no one said anything but the last one was on with me and they said nothing so I guess she hung up on me. Apologized to customer and informed them that opt would be spoken to.	02/03/03	Operator does not remember the call. Was coached on not hanging up on callers. Could have been technical problem.
3448H	02/19/03	5	TTY user reports that agent didn't respond after leaving a message and the line disconnected. TTY kept waiting for agent to respond but they never did.	04/21/03	Coached agent regarding keeping customer informed after leaving message on answering machine. Also coached on proper and improper disconnections.

March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2038X	03/17/03	24	Could not get thru to relay for a long time. No follow up needed. Filed trouble ticket. Informed customer we would look into why he could not get through. Thanked him for informing us.	03/18/03	Tech reported that it was not a problem with the relay svc. Spoke with in SC center.
3039-I	03/17/03	24	SC voice caller when calling SC relay voice number is getting TTY tones instead of voice answer. I tested the line and got voice. Customer called to relay on her 3 way with me and we got TTY tones. We could hear the agent speaking after the tones stopped but the agent could not hear us. Apologized for problem and let customer know I would put a request for the relay techs to check into the problem. Customer agreed to any contact for checking test calls. Entered TT#I000799354	03/18/03	trouble ticket results - At time of incident agent 967 was at console 5046. I dropped test calls into console and it worked as it should. Restored to service and will further test with customer today and also monitor 5046.
11785	03/29/03	5	CA female called me, I said hello and CA hung up on me. (I suggested that the maybe the voice person hung on first) I apologized and TTY user say relay liar I will sue and hung up. Did not get a chance to ask if follow up needed caller hung up.	05/02/03	CA doesn't remember taking the call. CA understands call processing procedures and not to disconnect callers.
6406X	03/08/03	17	Customer complained that she couldn't hear CA because of background noise. When she asked if there was something she would do about it CA said "I cant get involved.	03/05/03	Supervisor apologized for poor service. Supervisor explained that the customer would ask CA to turn her microphone up. Since customer did not get CA number supervisor was unable to follow up with CA.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2048X	04/28/03	6	Customer states operator confused them. Asked operator question after call was over about spelling of name, Said operator needs to ask person how to spell because it could be the wrong person and suggested relay use picture TTY. No call back needed.	05/01/03	Operator followed correct procedures.
2049X	04/19/03	21	TTY customer stated they were confused by the operator when asking if they were male or female operator. Request follow up. Apologized to the customer.	04/29/03	Trainer talked to operator. Operator said TTY user did not understand that a male answered not a female. Operator sent (F) and then corrected it and changed to (m) Operator did correct procedure (in training). Called customer and went over procedures and explained to her that operator was in training she understood and was happy we resolved the complaint.

May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3174-I	05/01/03	24	<p>Customer reports he dials the VCO designated number to reach Relay and has had constant delays in reaching CA's the past two weeks. Customer uses an Ultratech Superprint. At 8:30 am on 5/1, customer says he dialed the VCO Relay, and he waited. He was able to read "sending message, sending number, date/time" across his screen three times before the CA answered. The call went well, but customer is frustrated with the slow connection times. Customer Service thanked the customer for calling, and apologized for the frustration he's experienced. Trouble ticket issued for this : 1000901112.</p>	06/17/03	<p>TT results - reports have been pulled and during that time no calls took over 10 secs. This wld pinpoint a possible problem with the equipment. CS rep will call the customer and suggest having the acoustic couplers checked out.</p>
6490X	05/01/03	21	<p>Agent didn't handle the call correctly customer was upset said will be switching to MCI. Didn't explain however what the agent did wrong.</p>	05/01/03	<p>Met with agent but he did not remember the call. Without knowing what the agent did wrong on the call coached agent on keeping customer informed and to always follow the customer's request. Also coached the agent to remaining professional and process the call according to procedures.</p>
15087	05/08/03	5	<p>Customer stated that operator hung up on him when he was requesting a supervisor. He also stated that the operator was saying that he was talking too fast. Customer stated that he is the President of a Deaf Associate Center and on Monday he had a meeting which everyone was going to hear about this. Customer sounded very upset. Supervisor apologized to the customer and said that she would follow up on this and would forward it to the Quality Assurance department. No follow-up requested.</p>	05/08/03	<p>Team Manager met the agent after receiving the complaint. The agent stated that she did remember the call, and that the voice customer was the outbound caller. She did not hang up the call, but the system time the call out due to the inbound customer hanging up. She stated the she tried to warn the customer the line would disconnect and he would have to call back, but the customer continued to request a supervisor. Agent also stated that the customer was not happy because she had to pace him, due to him speaking very fast. The agent also documented the incident on a CA Feedback form. The agent was coached on pacing the customer effectively, and remaining professional throughout the call process. Also advised the agent of the consequences of hanging up on a customer.</p>

2517	05/10/03	35	Customer said the agent was constantly making inappropriate call to customer. She said she keeps reporting it and they transfer her to someone at the front desk. She requested a follow-up. Said she was calling neighbor's house but gave her home phone number. Told her I would give this to the agent's supervisor and a follow-up would be made.		The center manager and myself talked to the agent in question. He stated that he got a call, announced relay, and was asked if this was a sex number. Then the caller asked to speak to a supervisor. Caller said that our employee kept calling and asking for sex, and caller would be calling the police. Agent transferred caller to customer service. A few minutes caller called back and got to the same agent, and asked for agent's name. Agent gave the caller his number. Caller told agent he would be fired. There were two people talking on the line. Account manager tried several times to reach the caller at the number she gave, but there was no answer.
6509X	05/13/03	35	Customer was upset that 3 agents today called and harassed customer and gave customer's private number to someone on wireless TTY. I tried to explain that agents can only call when directed by inbound customer, but this customer rejected that explanation.	05/13/03	All three agents followed proper procedures in dialing to outbound voice. No confidentiality was breached. Supervisor explained relay svc and agent protocol to customer. Supervisor offered to give customer the acct mgrs contact info for additional relay info. No follow up required.
2055X	05/15/03	11	Inbound voice caller did not know she was making a relay call and got confused when operator began the call. Operator typed to TTY user "you may want to explain this since she doesn't understand". Voice person was confused and since the operator didn't explain relay the caller hung up on the TTY user. Would like a follow-up call. Apologized to the customer and assured someone would follow up with them.	05/15/03	Talked to the operator and explained that she needs to explain relay to any voice person, inbound or outbound. Contacted the customer on 5/15. Customer understood and appreciated the follow-up. She thanked me for taking care of it so quickly as it was one of her customers.
2057X	05/18/03	5	Operator disconnected call after VCO asked if it was a male or female voice person. Thanked customer for information, no follow-up requested.		Operator stated she does remember the call, and she was trying to ask for the number to redial to answering machine. She said she accidentally disconnected the call instead. Agent was coached on proper procedures.



South Carolina Relay

June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec
SERVICE COMPLAINTS								
#00	Answer Wait Time	0	0	0	0	1	0	0
#01	Dial Out Time	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	0	1	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	1	1	0	1
#05	Agent Disconnected Caller	2	2	0	0	3	0	1
#06	Poor Spelling	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0
#08	Poor Voice Tone	0	0	0	0	0	0	0
#09	Everything Relayed	1	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	1	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	1	0
#18	Problem Answer Machine	0	0	0	0	1	0	0
#19	Spanish Service	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	1	3	1	1	2	1	0
TOTAL		4	5	1	3	9	3	3

TECHNICAL COMPLAINTS								
#22	Lost Branding	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	1	0	1	0
#25	Line Disconnected	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	1
#27	Database Not Available	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	1	2
TOTAL		0	0	1	1	0	2	3

MISC COMPLAINTS								
#30	Rates	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0
#34	Network Recording	1	0	0	0	0	0	0

#35	Other	0	0	0	1	0	0	0
TOTAL		1	0	0	1	0	0	0

TOTAL CONTACT		5	5	2	5	9	5	6
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Jan	Feb	Mar	Apr	May	TOTAL	PCT.
0	0	0	0	0	1	2%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	2	5%
0	0	0	0	0	3	7%
0	3	1	0	2	14	33%
0	1	0	1	0	2	5%
0	1	0	0	0	1	2%
0	0	0	0	0	0	0%
0	0	0	0	0	1	2%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	1	3	7%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	1	0	0	2	5%
0	1	0	0	0	2	5%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	1	1	11	26%
0	6	2	2	4	42	

0	1	0	0	0	1	7%
0	0	0	0	0	0	0%
0	0	2	0	1	5	36%
0	0	0	0	0	0	0%
0	0	0	0	0	1	7%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
2	1	0	0	0	7	50%
2	2	2	0	1	11	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	25%

0	0	0	0	2	3	75%
0	0	0	0	2	4	

2	8	4	2	7	60
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